

### ➔ What is the Patient Review and Coordination (PRC) Program?

The PRC (formerly Patient Review and Restriction) Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

PRC clients often use the emergency room for primary care, adding to already overcrowded emergency departments, delaying treatment for critically ill patients, and increasing costs for both the hospital and to the state.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at <http://apps.leg.wa.gov/wac/>.
- Clients who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.

### ➔ How will I know if a client is in the program?

The assigned providers will receive a copy of the client's letter. You can check:

- The client's medical ID Card has an "X" in the Restriction column.
- The words "Client on Review" are printed on the card.
- The Medical Eligibility Verification (MEV) system shows a client's assigned providers.
- WAMedWeb checks eligibility and includes the client's assigned providers. To find out more about this service, go to:  
<https://wamedweb.acs-inc.com/wa/general/home.do>

### ➔ What is my role in the PRC Program?

- Coordinate care with client's assigned PCP.
- If non-emergent, refer client back to their PCP.
- Educate the client on correct use of services and the importance of preventative care.
- Counsel the client on the importance of using one provider to manage and coordinate their care.
- Coordinate controlled substance prescriptions with client's assigned PCP or assigned controlled substances prescriber.
- Collaborate with PRC to reduce inappropriate ER use. PRC staff can provide client's utilization of medical services upon request.

Check assigned providers through the:

- Medical Eligibility Verification (MEV) system
- WAMedWeb at: <https://wamedweb.acs-inc.com/wa/general/home.do>

If the client is unable to give the name of a PCP, contact the PRC Program at 360-725-1780. We will notify the client's PCP of their activity.

➞ Can a client receive services at a hospital they are not assigned to?

Yes. A treating provider can send a client to a hospital they are not assigned to for covered services. A non-assigned hospital will not be denied payment for treating the client as long as usual billing procedures are followed.

➞ Is billing the same for PRC clients?

Yes. See <http://maa.dshs.wa.gov/download/BI.html> for billing instructions. Hospitals do not need specific authorization to treat a PRC client.

➞ How do I contact PRC?

**Patient Review and Coordination Program**

PO Box 45532

Olympia, Washington 98504-5532

Phone: 1-800-562-3022, ext. 51780 or (360) 725-1780

(Monday - Friday, 8 a.m. - 5 p.m.)

FAX: 360-725-1969

<http://maa.dshs.wa.gov/PRR>

➞ What other help is available?

- Health and Recovery Services Administration Tool Kit for Helping Patients with Drug Use Disorders:  
<http://maa.dshs.wa.gov/pharmacy/ToolKit.htm>
- Buprenorphine Information: <http://buprenorphine.samhsa.gov/>
- Division of Alcohol and Substance Abuse:  
<http://www.dshs.wa.gov/dasa/default.shtml>
- Mental Health Division: <http://www.dshs.wa.gov/mentalhealth/>